



WYOMING DEPARTMENT OF CORRECTIONS

Policy and Procedure #5.402

Inmate Telephone Access

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Authority: Wyoming Statute(s): 25-1-104; 25-1-105 ACA Standard(s): 4-4271 Revised 4-4272 4-4497 4-4497-1	Effective Date: November 15, 2011 Revision/Review History: Summary of Revision/Review: Establishes a new policy and procedure for inmate access to telephones.
Cross Reference of Policy: P&P #3.305, <i>Temporary Restriction Order</i>	Supersedes Existing Policy : AR #2.403, <i>Inmate Telephone System</i>
Approved: R.O. Lampert Robert O. Lampert, Director	
10-4-11 Date	

APPROVED FOR INMATE DISTRIBUTION

The policy and procedure set forth herein is intended to establish directives for staff members and those entities that are contractually bound to adhere to it in providing inmates with access to telephone services. It is not intended to establish State created liberty or property interests for staff members or inmates, or an independent duty owed by the WDOC to staff members, inmates, or third parties. This policy and procedure is not intended to establish or create new constitutional rights or to enlarge or expand upon existing constitutional rights or duties.

REFERENCE

1. ATTACHMENTS

- A. WDOC Form #507, *Inmate Calling List Request Form*
- B. WDOC Form #508, *Telephone Service Request Form*

2. OTHER – None Noted



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I. PURPOSE

- A. **Guidelines for Inmate Telephone Access.** The purpose of this policy is to establish uniform guidelines governing the use of telephones by inmates and the use of staff phone system by staff in assisting inmates in making emergency telephone calls or in establishing telephone contact with courts or other agencies appropriate to the inmate's needs.

II. POLICY

- A. **General Policy.** The Wyoming Department of Corrections recognizes that frequent and meaningful communications between inmates and family members is important to successful social reintegration of formerly incarcerated individuals and that the telephone is a primary method by which inmates maintain contact with family members and other loved ones. It is, therefore, the policy of the Wyoming Department of Corrections to allow inmates to make telephone calls to pre-approved individuals in accordance with the procedures outlined in this policy and procedure. Except as otherwise indicated by this policy, such calls shall be made at no cost to the State of Wyoming.
- B. **Policy Regarding Inmate Telephone Contracts.** It is the policy of the Wyoming Department of Corrections to ensure that offenders have access to reasonably priced telephone services. (ACA 4-4497-1)
1. Contracts involving telephone services for offenders shall comply with all applicable state and federal regulations.
 2. When procuring and renewing telephone services, WDOC shall inquire into the reasons for proposed deviations from standard charges and seek the best possible rates for the broadest possible range of calling options.
 3. All proceeds, if any, received by WDOC as a result of the inmate telephone services contract shall be deposited to the Departmental Assistance fund and shall be used to offset inmate operational costs, such as television cabling, inmate personal property storage containers and recreational equipment and supplies.

III. DEFINITIONS

- A. **Approved Calling List:** The list of telephone numbers requested by the inmate and approved for that inmate to contact.



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- B. Chief Executive Officer (CEO):** A CEO is identified, but not limited to, the following positions: Director, Deputy Director, division administrators, deputy administrators, wardens, district supervisors, adult community corrections coordinator, and adult community corrections directors.
- C. Collect:** A telephone call that is billed to and payable by the called party. Collect calls are billed to the called party through a separate bill page within their local phone service bill issued by their local telephone carrier.
- D. Courtesy Phone:** A telephone that within the discretion of the CEO may be provided in a public access area of the institution for use by staff and/or visitors to make brief calls within the local calling area only for such purposes as making transportation arrangements. Inmates shall not be authorized to use a courtesy phone for any purpose.
- E. Debit Program:** A paperless pre-payment program, activated through an individualized access code or other personal identifier, which may be made available through the inmate canteen system in institutions with a compatible telephone system.
- F. Destination Number:** The telephone number dialed. Authorized destination numbers may not include toll-free numbers, three-way or conference calling, or numbers outside of the vendor-compatible three-digit area code dialing area.
- G. Emergency Calls:** Calls related to a death or hospitalization of a person with a substantial relationship to an inmate.
- H. Immediate Family Member:** Those persons related to the inmate by blood, adoption, or current valid marriage as spouse, parent, grandparent, children, or siblings only. (See “Immediate Family” in definitions)
- I. Inmate Telephones:** Telephones located within common areas of the institution that inmates may access for personal use in accordance with this policy without direct staff assistance. Inmate telephones shall be directly or remotely monitored and/or recorded.
- J. International Calls:** Telephone calls made to destination numbers outside the physical boundaries of the fifty (50) United States.
- K. Monitored:** The process where telephone calls are actively listened to and/or checked for content, either in person through direct supervision or through electronic means.



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- L. Out-of-Cell Recreation (Flag) Time:** Scheduled periods of time when inmates in a segregated status are permitted limited access to the dayroom or other area for recreation and/or other free-time activity.
- M. Person with a Substantial Relationship:** An immediate family member or other person who is listed on the inmate's approved visiting list.
- N. Point of Sale Pre-Paid Collect Calling Option:** An option available to a called party to receive discounted calling rates below those charged for collect calling through the provider, using a pre-payment based system. This option is also commonly referred to as "pre-paid collect."
- O. Provider:** The common carrier contracted to provide inmate telephone service at any institution.
- P. Staff Telephone:** Any telephone that permits access to either the internal telephone system or telephone access outside the institution, which is not part of or connected to the inmate telephone access, monitoring and recording system.
- Q. Third-Party Number:** Any telephone number, which is a different number from the one dialed and/or which is not on the inmate's own approved calling list.
- R. Three-Way or Conference Call:** A telephone call involving three or more telephone numbers or separate telephone subscribers.
- S. Victim:** A person who was subjected to direct harm or injury as a result of the criminal conduct of the inmate for which the inmate has been convicted, past or present, as identified in records or in information available to the Wyoming Department of Corrections.

IV. PROCEDURE

A. Approved Calling List

1. During intake and processing, or as soon thereafter as possible, each inmate will be given the opportunity to request approval of up to fifteen (15) telephone numbers to be entered into the automated telephone system as his/her approved calling list. The approved calling list may not exceed fifteen (15) telephone numbers at any time.



- i. Each institution shall maintain on-line or in the administration area telephone directories from each of the major cities in Wyoming for access by staff.
 - ii. Inmates completing or updating approved calling lists may request information from published telephone directories for the published telephone listings of people they wish to include on their calling lists by submitting a written request directed to their assigned case manager or designated intake processing staff.
 - iii. Inmates desiring information on service providers or other community contacts needed in the development of parole or release/reentry/transition plans may also request that information using a written request directed to their assigned case manager.
2. Requests to establish an approved calling list must be made using the approved WDOC Form #507, *Inmate Calling List Request Form*.
 - i. Inmates are encouraged to at least include immediate family members, emergency contacts, and other persons with whom they have substantial relationships, in their calling list request.
 - a. Names and telephone numbers already registered on other inmates' calling lists shall be subject to additional security screening prior to consideration for approval.
 - b. All requested names and telephone numbers are subject to screening and approval or denial.
 - c. Inmates may only receive cashier's checks and money orders for deposit to their inmate trust account from individuals who are listed on their approved personal visitation list and/or approved telephone list.
 - d. Inmates may appeal denials using the inmate communications and grievance system.
 - ii. Attorneys listed on the inmate's phone request form will not be counted against the maximum number of fifteen (15) telephone numbers on the inmate's approved calling list. However, listing of such numbers on the inmate phone request form may assist staff in verifying the attorney's business number and registering it with the automated inmate telephone system for subsequent legal call purposes.



- iii. Absent unusual or compelling circumstances as determined by the CEO, victim(s) of the inmate's current or previous commitment offense, and the telephone numbers thereof, may not be included on the inmate's calling list.
 - a. If an inmate wishes to list the name and/or telephone number of a victim of his/her current or previous commitment offense on his/her approved calling list, he/she must first contact his/her case worker and provide a written request to the CEO of his/her assigned institution using an inmate communication form or letter, explaining why the approval should be granted.
 - (1) The decision to grant or deny the request shall be at the sole discretion of the CEO and shall not be subject to the inmate grievance process.
 - (2) WDOC will not approve the listing of any victim with whom the inmate has an active "no contact order" from a court that it is aware of.
- 3. Approved calling lists shall remain unchanged for a period of at least ninety (90) days after posting to the automated inmate telephone system. After that time, an inmate may request modifications, deletions or additions to the approved calling list no more than once every one-hundred and eighty (180) days by forwarding WDOC Form #507, *Inmate Calling List Request Form*, to the staff member designated by the facility CEO. In the absence of such designations, requests may be sent to the inmate's assigned case worker.
 - i. Additional consideration for changes in calling lists will be given to inmates who are actively involved in a formal reentry process and who are preparing for release.
 - ii. Inmate requests to update telephone numbers for persons already on the approved calling list may be submitted outside the time lines outlined above, but changes to existing telephone numbers will only be granted following appropriate security screening and approval.
- 4. Any person on an inmate's approved calling list or, in the event the person listed is a minor, the custodial parent or guardian of the listed person may



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request his/her name and telephone number be removed from the approved calling list by submitting his/her request in writing to the facility CEO.

C. International Calls.

1. International telephone calls made to destination numbers outside the physical boundaries of the fifty (50) United States may only be made through the use of a debit program or point of sale pre-paid calling option.
2. International telephone calls may only be placed to countries or U.S. territories with authorized provider-compatible three digit area codes that may be dialed without operator assistance.
3. Different calling rates apply for international calls than those that are charged for calls made to U.S. destination numbers.
4. Collect calls to an international destination number are not authorized.

D. Costs of Telephone Calls

1. In contracting for inmate telephone services, WDOC shall seek the best possible rates and broadest range of calling options determined by WDOC to be consistent with the requirements of sound correctional management. (ACA 4-4497-1)
2. Except for emergency calls placed on behalf of the inmate by staff utilizing a staff telephone, the inmate initiating the call or the party receiving the call shall be required to pay the full cost of each call made. Payment methods are as follows:
 - i. **Collect.** Unless a point of sale pre-paid calling option or debit program system is in place at the institution where the call is initiated, all calls must be placed collect to be paid by the receiving party.
 - a. Collect calls may only be placed to approved numbers within the United States; international collect calling is not authorized.
 - b. Collect call charges cannot be made to third-party numbers, motels, hotels, credit cards, or to telephone company calling card numbers.



- c. Collect call charges cannot be made to places of business (other than to attorneys for legal calls.)
- ii. **Point of Sale Pre-Paid Collect Calling Option.** At the time a collect call is attempted to a destination number that is blocked due to carrier billing limitations, the called party will be given the option of contacting the provider in order to establish a point of sale pre-paid calling account with the vendor so they can accept future collect calls from that inmate.
 - a. This option is made available to the called party by the vendor through the vendor provided inmate telephone system.
 - b. Communication regarding system problems, billing, requests for refunds of unused balances, etc., must be directed to the contracted vendor by the called party with the pre-paid collect calling option and is not the responsibility of the inmate or WDOC.
- iii. **Debit Program.** The costs of individual calls can be reduced by participating in the debit program, which is a paperless pre-payment program, activated through an individualized access code or other personal identifier.
 - a. The debit program is made available through the inmate canteen system in institutions with a compatible telephone system.
 - b. To participate in the debit program, the inmate must pre-pay for access to the inmate telephone system through the inmate canteen system.
 - c. Completed calls are debited against the remaining pre-paid balance at a rate that is lower than that paid for calls placed on a collect basis.
 - d. Refunds of any unexpended pre-paid balances shall only be available at the time of release from confinement and only under the following circumstances:
 - (1) Pre-paid balances of less than ten dollars (\$10.00) that have not been used by the inmate at the time of release from confinement shall remain for



authorized use as part of the inmate assistance fund and shall not be refunded.

- (2) If the unexpended balance remaining in an inmate's debit program account exceeds ten dollars (\$10.00) at the time of the inmate's release from confinement, the inmate may request a refund in writing through the business office at his/her most recently assigned WDOC facility. The business office shall contact the vendor and obtain a refund on behalf of the inmate.

- (i) Authorized refunds shall be for the full amount of the remaining balance at the time of the refund, rounded down to the next closest ten dollar (\$10.00) increment (*e.g.*, an unused balance of \$10.20 would be rounded to \$10.00. Similarly, a remaining balance of \$29.75 would be rounded down to \$20.00).

3. **Notification of a Change in the Contracted Service Provider.** Inmates shall be notified in writing at the time of any change in provider of the contract limits on maximum service connection fee or other per-call compensation rate and of the maximum permissible per-minute compensation rate for that provider.

E. Monitoring and Recording of Inmate Calls

1. All inmate calls may be monitored and recorded for security purposes, with the following exceptions:
 - i. **Legal Calls.** Calls between an inmate and an attorney, court or court official, legal aid bureau, or other agency providing legal services to inmates must generally be placed using the automated inmate telephone system.
 - a. Calls between an inmate and an attorney, court or court official, legal aid bureau, or other agency providing legal services to inmates, which are made using the inmate telephone system to pre-registered attorney phone numbers recognized by the automated inmate telephone system, will not be monitored or recorded.



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- b. Either the inmate or the attorney, court or court official, legal aid bureau, or other agency providing legal services to inmates, whose phone numbers are not pre-registered with and recognized by the automated inmate telephone system, may request registration of the number in writing to the CEO.
 - c. Inmates may do so by listing the attorney and his/her contact information on the WDOC Form #507, *Inmate Calling List Request Form* at the time of their initial request or by using WDOC Form #508, *Inmate Telephone Service Request Form*.
 - d. Legal telephone number registration requests made using WDOC Form #508 will not be counted as modifications, deletions or additions to the approved calling list under section IV.A.3, of this policy.
- ii. **Emergency Calls.** Emergency telephone calls may be placed or received on behalf of the inmate by staff utilizing a staff telephone upon verification of the qualifying emergency by the CEO, chaplain, case manager, on-duty case worker, or designated shift commander.
 - a. Requests for emergency calls can be made through the CEO, the chaplain, the inmate's assigned case manager, or the on-duty shift commander, either by the inmate or by the person notifying the institution of the qualifying emergency.
 - b. The relationship shall be verified by staff prior to authorization of the emergency telephone call.
 - c. The conversation between the inmate and other party shall be actively monitored at all times by the chaplain, or by the inmate's assigned case manager or other designated staff, by listening to the conversation through sight and sound supervision and/or through an additional telephone extension, with follow-up referral to the chaplain or mental health staff as required.
 - d. In the event the qualifying emergency is a death, the inmate may be authorized one emergency call at the time of notification and one emergency call subsequent to a



memorial service or family gathering which the inmate is not eligible to attend.

- e. Absent a significant change in patient condition, emergency phone calls shall normally be limited to one per emergency occurrence, including during lengthy hospitalizations.
 - f. Recording of such calls is optional.
- iii. **Calls to Service Agencies.** Calls initiated by staff on behalf of the inmate utilizing a staff telephone to contact social services agencies such as the Social Security Administration or the Wyoming Department of Family Services, regarding benefits or appointments and to arrange for reentry or transitional services, need not be placed collect, but shall be monitored.
- iv. **Court Requested Calls.** Calls initiated by staff on behalf of the inmate upon the request of a court or court official in order to facilitate a telephonic appearance and for which the inmate telephone system is not available or appropriate, may be placed using a staff telephone or tele-video conferencing equipment. Such calls need not be placed collect, but shall be conducted under sight supervision of a staff.
2. **Recording and Monitoring of all Other Calls.** All other inmate calls, including calls made to attorney numbers not recognized by the automated inmate telephone system and calls made through the inmate visitation phone lines, may be monitored and/or recorded.
- i. Directly above each group of monitored inmate telephones and other telephones tied to the automated voice recording system a sign should be posted stating in English **“Phone calls are monitored and recorded.”** Additional posting in Spanish is also authorized.

F. Locations of Inmate Telephones

- 1. Locations of inmate telephones shall be included in inmate admission and orientation material at all Wyoming Department of Corrections facilities.
- 2. Telephones may be, but are not required to be, located in recreational areas outside of the inmate’s immediate living unit (i.e., yard, multi-purpose room).



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- i. Recreation area telephones, if present, shall normally be available during the hours inmates are allowed access to the respective area on a first-come first-served basis.
 - ii. To maximize availability for use by multiple inmates, no inmate may place more than one consecutive call from the recreation area during any single recreation period.
 - iii. Calls made from the recreation area shall count towards the total number of calls permitted to that inmate during any twenty-four (24) hour period.
3. Limited frequency cordless telephone technology operated through the automated inmate telephone system may be authorized for use for access by inmates housed in segregated housing or by inmates who are otherwise unable to access the inmate telephone system due to medical or mobility limitations.

G. General Provisions Regarding Inmate Telephone Access

1. Inmates may not access or use pay telephones or courtesy phones intended for staff or public use.
2. The facility CEO has the authority to deny inmates telephone calls and/or access to the inmate telephone system if the safety of the public would be involved or the security of the facility and/or safety and welfare of the person to be called would be jeopardized.
4. Inmates will not answer any telephone that is directly connected to an outside line or that is able to receive calls directly from outside of the institution, except when required to do so in the performance of regularly assigned duties in support of industry or call center operations authorized and contracted for by the agency.
5. Inmates will not answer internal staff telephones unless specifically authorized in writing by the CEO or his/her designee.
 - i. Only inmates authorized and assigned by a staff member may answer an inside institution telephone in a particular area.
 - ii. Inmates so assigned shall answer by stating their title, last name, location, and saying, **“May I help you?”** Example: **“Inmate Jones, chapel services, may I help you?”**



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- iii. Except for those inmates assigned to make telephone calls inside the institution as an authorized part of their job assignment, inmates shall only initiate telephone calls using staff telephones during emergency circumstances when staff is not immediately available and notification of the emergency to a pre-determined or designated number is indicated by the circumstances.
- 6. Call forwarding from the number dialed to another destination number is prohibited.
- 7. Inmates will not participate in three-way or conference calls, except when the call is placed by and monitored by a designated staff member using a staff telephone and the call is required for classification, programming, court-related or Wyoming Department of Family Services scheduled family conferences, or other authorized purpose.
- 8. If the telephone call cannot be completed because no one answers or the line is busy, the inmate shall hang up and attempt another call during the next available telephone period.
- 9. Inmates shall not be permitted to loiter in the immediate area where telephones are located when they are not actively involved in a telephone conversation as the inmate who initiated the call. However, access to common areas surrounding where inmate telephones are located shall not be unduly restricted by this requirement.
 - i. Only one inmate at a time shall be permitted access to the same telephone prior to the termination of any call.
 - ii. The inmate who initiates a call is the only person authorized to converse with the contact party during that call (no exceptions).
 - iii. Inmates waiting to access the telephone shall wait in the designated sitting or waiting area to ensure some privacy for the inmate using the telephone.
- 10. Inmates with hearing and/or speech disabilities, and inmates who wish to communicate with parties on their approved phone list who have such disabilities, shall be afforded access to a Telecommunications Device for the Deaf (TDD), or comparable equipment. Inmates with hearing impairment shall be given access to phones with volume control, or comparable equipment. (ACA 4-4497)

H. Limitations on Telephone Access for All Inmates



1. **Sign Up May be Required.** Access to inmate telephones may be limited to specific telephone periods as scheduled by the facility. Inmates may be required to sign up on a designated telephone log and provide their full name, institution identification number and cell/room number to either pre-schedule telephone access or as a prerequisite for actual telephone usage.
2. **Limit on the Number of Completed Calls.** To ensure adequate access to telephones by all authorized inmates, limits may be placed on the number of completed telephone calls an inmate can make in any 24-hour period, to include a limitation on the number of completed calls permitted to any single telephone number.
 - i. In no case shall any inmate be permitted to make more than four (4) completed calls in any 24-hour period or more than two completed calls to the same destination number in any 24-hour period.
 - ii. To maximize availability for use by multiple inmates, if other inmates are waiting to use the inmate telephone, no inmate may place more than one consecutive call from the same telephone.
 - iii. Additional limitations may be implemented and may vary by institution, housing unit, and/or custody classification.
 - iv. Inmates shall be notified through postings of any restrictions imposed on the number of calls authorized for that institution, housing unit, and/or custody classification beyond those outlined in this policy.
3. **Limit on the Length of Completed Calls.** Each completed call shall be restricted to no more than thirty (30) minutes in length.
 - i. Calls shall not exceed the length of time authorized per completed call and the call will be automatically disconnected by the automated system at the end of the authorized time period.
 - ii. As an incentive for continued program adherence and good behavior, the length of each completed call may be further limited below the thirty (30) minute restriction in accordance with the individual inmate's current institution, classification, housing, and privilege level.



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- a. Inmates shall be notified through postings of any other restrictions imposed on the authorized length of calls for that institution, housing unit, and/or custody classification.
 4. **Posted Hours for Telephone Use.** Except for emergency access, inmates shall not be allowed use of telephones after normally scheduled dayroom hours or between 10:00 PM and 6:00 AM, unless regular access is otherwise not available to that inmate during normal telephone hours due to the inmate's assigned work, programming and recreational schedule.
 - i. Hours for use of telephones or other institution specific restrictions shall be posted on unit bulletin boards and included in inmate admission and orientation material at all Wyoming Department of Corrections facilities.
 - ii. The CEO may restrict the times telephones are available to inmates to conform to periods of scheduled inmate movements, scheduled inmate activities, meals, scheduled dayroom or "flagg" time, and staff availability.
 5. **Phone Off During Periods of Temporary Lock-Down.** In the event a housing unit, pod, institution or operation is locked down for emergency or security reasons, the inmate telephone system shall be disconnected within the area under lock-down and telephone privileges for all inmates housed within the area of the lock-down, regardless of custody or classification, shall be restricted for the period of the lock-down, unless otherwise authorized by the CEO.
- I. Limitations on Telephone Access Due to Current Inmate Status**
1. **While on Temporary Restriction Order** (See WDOC Policy # 3.305, *Temporary Restriction Order*)
 - i. Inmates in TRO status are not allowed telephone privileges for the first four (4) hours of placement, with continuation of full telephone restriction to be reviewed by the shift supervisor at the four-hour review of the status and restrictions.
 - ii. Telephone access granted by the shift supervisor as a result of the four-hour review shall be limited to emergency situations as outlined in this policy during the first 72 hours of TRO placement.



- iii. Inmates remaining in TRO status following the administrative review officer's three-working-day review shall be permitted access to the inmate telephone system during their regularly scheduled out-of-cell recreation (flagg) time, unless telephone restrictions are imposed by the administrative review officer as a result of the three-working-day review, or unless the inmate is housed in a holding cell at a minimum facility where access to the inmate telephone system is not readily available. Additional dayroom access beyond that normally scheduled will not be authorized solely for inmate telephone use.

2. **While on Disciplinary Segregation.** Inmates in Pre-Disciplinary Segregation (PDS) or Disciplinary Segregation (DS), and inmates who have had access to the inmate telephone system temporarily restricted as a result of an inmate disciplinary hearing for misuse of the inmate telephone system, are not allowed access to the inmate telephone system, except as follows:

- i. Unless authorized by the warden or designee, inmates in PDS and DS shall only be allowed limited telephone privileges except for calls related specifically to access to the attorney of record. (ACA 4-4272)
- ii. Within forty-eight (48) hours of initial placement into PDS or DS, or as soon thereafter as the inmate consistently conforms to behavior guidelines for a minimum of four consecutive hours, the inmate will be permitted to place one (1) ten-minute personal call to notify family of his or her placement into segregation and loss of privileges associated therewith.
- iii. If the inmate is placed into PDS or DS prior to a scheduled visitation period that he/she is expecting visitation for and time or behavior did not permit the inmate to make notification to the visitor prior to the day of visitation, the inmate may request that his/her case worker notify the expected visitor of his/her loss of privileges so as to possibly avoid the inconvenience and expense of travel and denial of visitation.
- iv. Telephone calls, other than calls to the attorney of record and the call placed following initial placement, within fifteen (15) days of placement into PDS or DS will be limited to verified emergency situations and will be handled in accordance with this policy.



- v. Inmates, who have been in disciplinary segregation in excess of fifteen (15) days, with no additional disciplinary infractions for at least fifteen (15) consecutive days while in disciplinary segregation status, and who request to make a personal call may be given access to the automated inmate telephone system for up to one (1) twenty-minute call. After that the inmate may be given access for an additional twenty-minute call once every fifteen (15) days for each fifteen-day period of their remaining disciplinary segregation sanction in which additional disciplinary action is not incurred.
- vi. In institutions, if any, that offer tiered incentive-level systems for inmates housed in disciplinary segregation beyond 60 consecutive days with no additional disciplinary infractions while in disciplinary segregation, inmates who have achieved the top tier or incentive level may be given access to the inmate telephone system for up to one completed call per week.
- iv. Time spent for access to the inmate telephone system by inmates in disciplinary segregation status shall be counted towards the inmate's aggregate out-of-cell recreation time for that week, even if access is provided in-cell using limited frequency cordless telephone technology.

3. While on Other Forms of Segregation. Inmates in administrative segregation and protective custody shall be allowed telephone privileges. (ACA 4-4271 Revised)

- i. Inmate telephone access for inmates in any form of segregation other than TRO, pre-disciplinary segregation and disciplinary segregation, including administrative segregation and protective custody, shall be limited to periods of time when the inmate is given access while in their cells using limited frequency cordless telephone technology operated through the automated inmate telephone system, or when given access to dayrooms or other areas where inmate telephones are located for scheduled recreation purposes, in accordance with the following guidelines.
 - a. The frequency with which inmates are provided access to inmate telephones may be restricted by institutional operating procedures and specific segregation status, but to no less than once per week.
 - b. Time spent for access to the inmate telephone system by inmates in segregation status shall be counted towards the



inmate's aggregate out-of-cell recreation time for that week, even if access is provided in-cell using limited frequency cordless telephone technology.

- c. The total amount of telephone access time shall not exceed the length of the scheduled recreation period.
- d. If a segregated inmate's normal recreation schedule consistently conflicts with posted hours for telephone use and the party he or she wants to call is also unavailable during that time period, he/she may request authorization through the unit manager for special access to the inmate telephone system.

J. Termination of Inmate Calls by the Telephone Monitoring System or Staff. Calls normally shall not be terminated by the telephone monitoring system or staff before the specified time limit, except:

- 1. When the nature of the conversation or the conduct of the inmate:
 - i. Threatens or plans illegal action;
 - ii. Contains threats against any person;
 - iii. Plans activities which violate facility rules, endangers security or endangers the safety of another human being; or
 - iv. Disrupts the operation of the facility.
- 2. When any portion of the completed call occurs during a period of time when telephone access is limited by policy or operations, such as:
 - i. During counts;
 - ii. After lights out, unless otherwise scheduled by the correctional facility CEO;
 - iii. In the event of an emergency that requires the inmate to return to his/her cell; and/or
 - iv. Any situation that results in the shutdown of the inmate telephone system or parts thereof.



K. Reporting of Problems with the Inmate Telephone System. Inmates who experience problems with the inmate telephone system should report those problems using WDOC Form #508, *Inmate Telephone Service Request Form*.

L. Access to and Use of Cell Phones by Inmates Prohibited

1. The possession and/or use of cell phones or similar devices by inmates is absolutely prohibited.
2. The possession and/or use of cell phones by inmates shall be considered a major disciplinary violation and could also lead WDOC to seek criminal prosecution of the offender and prosecution of the person who provided access of the cell phone to the inmate.

M. Use of Cordless Phones, Internet, Blue Tooth and WiFi Limited to Staff. Cordless telephone technology, access to internet or Blue Tooth telephone technology, WiFi access and similar technologies shall be limited to staff use only, except for those limited situations where access to the automated inmate telephone system may be provided in-cell using pre-set limited frequency cordless telephone technology and where WiFi or similar technology is used by restricted link-to-link connectivity of state-owned computers authorized for inmate use to access approved educational, vocational, or other programming.

N. Video-Visitation Monitored and Recorded. All uses of video-visitation between inmates and visitors where and when it is made available shall be monitored and recorded. When this technology is used for approved visits with an attorney, audio monitoring and recordings will not be authorized.

O. Telephone Contact With Staff and Contractors Prohibited. Inmates are prohibited from placing personal calls to staff or contract staff who are not immediate family members authorized for placement onto the inmate's approved calling list by the CEO.

V. TRAINING POINTS

A. TRUE OR FALSE? The Wyoming Department of Corrections recognizes that frequent and meaningful communications between inmates and family members is important to successful social reintegration of formerly incarcerated individuals and that the telephone is a primary method by which inmates maintain contact with family members and other loved ones.

B. TRUE OR FALSE? This policy governs the use of telephones by inmates and the use of the staff phone system by staff in assisting inmates in making



emergency telephone calls or in establishing telephone contact with courts or other agencies appropriate to the inmate's needs.

- C.** TRUE OR FALSE? Except for emergency calls placed on behalf of the inmate by staff utilizing a staff telephone, the inmate initiating the call or the party receiving the call shall be required to pay the full cost of each call made.
- D.** TRUE OR FALSE? All inmate calls may be monitored and recorded for security purposes.
- E.** TRUE OR FALSE? Access to the inmate telephone system by inmates in pre-disciplinary segregation, disciplinary segregation and TRO status, is the more restrictive than that given to inmates in other forms of segregation or general population.
- F.** TRUE OR FALSE? The number of completed telephone calls an inmate can make in any 24-hour period, to include a limitation on the number of calls permitted to any single telephone number, can be restricted and can vary by institution, housing unit, and/or custody classification.
- G.** TRUE OR FALSE? Inmate calls can never be terminated before the time limit is up, even if the conversation or the conduct of the inmate threatens or plans illegal action, contains threats against any person, plans activities which violate facility rules, endangers security or endangers the safety of another human being, or disrupts the operation of the facility.
- H.** TRUE OR FALSE? The possession or use of cell phones or similar devices by inmates is absolutely prohibited and shall be considered a major rule violation, subject to possible criminal prosecution.
- I.** TRUE OR FALSE? Inmates are prohibited from placing personal calls to staff or contract staff who are not immediate family members authorized for placement onto the inmate's approved calling list by the CEO.